



CommsChannel

Critical Information Summary NBN Broadband Service

Information About the Service

The NBN Broadband service is a broadband internet service which uses the NBN access Network to deliver internet connectivity to the Network Boundary Point at your premises.

Requirements & Availability

The NBN Broadband service is only available within an area serviced by NBN FTTP, FTTB, HFC, FWA, or FTTN. NBN service availability can be qualified at <https://www.nbnco.com.au/connect-home-or-business/check-your-address>

CommsChannel NBN Broadband does not support NBN Satellite.

You will require an NBN-ready modem, with support for all types of NBN services. If you don't already have one, CommsChannel can sell you a suitable device at an additional cost. A \$30 delivery charge applies to all hardware orders.

Minimum Term

This service is on a month-to-month basis with no fixed term. Billing will continue for 30 days after cancellation.

Information About Pricing & Inclusions

Monthly Charges (GST exclusive)

NBN - Unlimited Plans

Services assigned with CGNAT IPv4 Address. Static IPv4 address available for additional \$10.00 per month. Authentication is via IPoE (No user name or password is required in customer router to authenticate to our NBN Services)

Please note actual speed achieved may be between 25-100 Mbps down and 5-40 Mbps Upstream on 50 and 100 Mbps Services. FTTN Services need an existing PSTN number to deliver upon otherwise may attract a \$300 establishment charge

Description

1 Month Term

	Monthly Charge	eSLA Available
NBN Unlimited Internet Plans- 12/1 Mbps - Available on FTTP, FTTN, FTTB, FTTC, FWA and HFC	\$45.00	No
NBN Unlimited Internet Plans- 25/5 Mbps - Available on FTTP, FTTN, FTTB, FTTC, FWA and HFC	\$63.00	Yes
NBN Unlimited Internet Plans- 50/20 Mbps - Available on FTTP, FTTN, FTTB, FTTC and HFC	\$77.00	Yes
NBN Unlimited Internet Plans- 100/20 Mbps - Available on FTTP, FTTN, FTTB, FTTC and HFC	\$99.00	No
NBN Unlimited Internet Plans- 100/40 Mbps - Available on FTTP, FTTN, FTTB, FTTC and HFC	\$110.00	Yes
NBN Unlimited Internet Plans- 250/25 Mbps - Available on FTTP and HFC Only	\$115.00	No
NBN Unlimited Internet Plans- 1000/50 Available on FTTP and HFC Only	\$137.00	No
NBN Unlimited Internet Plans- 250/100 Mbps- Available on FTTP and HFC Only	\$170.00	No
NBN Unlimited Internet Plans- 500/200 Mbps- Available on FTTP and HFC Only	\$275.00	Yes
NBN Unlimited Internet Plans- 1000/400 Mbps- Available on FTTP and HFC Only	\$389.00	Yes
NBN Unlimited Internet Plans- 75/10 Mbps - Available on FWA Only	\$80.00	
Static IPv4 Address - Additional Charge	\$10.00	
Enhanced SLA Option 12/247 - Available for 25/5, 50/20, 100/40, 500/200 and 1000/400 plans	\$15.00	

Additional Requirements for FTTN/FTTB Services	One-Off Charge
D-Link Talk Box WiFi VDSL/ADSL Modem Router (FTTN/FTTB Services)	\$149.00
Additional Requirements for FTTN Services	
D-Link Talk Box WiFi VDSL/ADSL Modem Router (FTTN/FTTB Services)	\$149.00
New Copper Pair	\$300.00

- Our NBN Broadband plans come standard with maximum achievable download speeds of 25, 50, 100, 250, 500 and 1000 Mbps and maximum uploads ranging from 5 Mbps to 400 Mbps. Due to a number of factors including service types, speeds may vary and may be slower than the maximum NBN wholesale connection speeds.
- Not all speed tiers are available on all technologies. Please refer to the table above for details.
- Our plans include unlimited downloads.
- Enhanced 24/7 NBN backed SLAs may be purchased as add-ons to some products and other products have this included as set out in the pricing table above.
- Services assigned with CGNAT IPv4 Address. Static IPv4 address may be purchased at an additional amount. Please contact your account manager for details and pricing.
- Additional once off \$300 nbn™ New Development charge applies if your premises is identified by nbn™ as being within the site boundary of a new development.
- FTTN Services require an existing copper line such as your current landline or fax number to deliver upon otherwise may attract a \$300 establishment charge.
- The above pricing table does not include a modem. For available modem options, please contact your account manager.

Other Information

Battery Backup and Power Outages

NBN Broadband FTTP services have the ability to operate during a power outage if a battery backup unit (BBU) is installed. A BBU is available only on NBN Broadband FTTP. In order for your service to work during a power outage please be aware that:

- You must have an active BBU installed. This is optional and you can elect to get this installed at no extra cost when you order your NBN Broadband FTTP service with CommsChannel.
- Access to the internet will only be available with a battery-powered device (like a laptop) by connecting directly to the data port (UNI-D) on the NBN Connection Box (NTD).
- During a power outage, the battery will provide power for a limited period of time. A fully charged battery will last between 3 and 11 hours. If the battery is not fully charged it may last for less than 3 hours.

Customer Service Contact Details

You can contact CommsChannel Business customer service for Support & Billing assistance via CommsChannel Help Line via emailing helpdesk@commschannel.com.au or calling 1300 044 116. For sales assistance please email sales@commschannel.com.au

Dispute Resolution Process

If you are dissatisfied with the outcome of your customer service request and wish to take the matter further, please email helpdesk@commschannel.com.au and put “Escalations” in the subject line along with the issue in the body of the email and a senior member of our team will work with you to resolve the issue.

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by calling 1800 062 058 or visit the TIO website at tio.com.au/making-a-complaint